

NKWUZOR EDWARD NNAEMEKA

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PROFESSIONAL SUMMARY

I am a goal-oriented, professional with years of experience as a maintenance supervisor, sales and marketing executive as well as an account officer. The responsibilities in my work involved me improving the company's image by providing services to our clients, marketing our products to clients and also developing strategies to improve company visibility and company attraction thereby promoting our products and increasing sales as well as maintaining good customer relations. Additionally, I possess a high level proficiency in programming languages such as PHP and JavaScript, I also have years of experience in UI/ UX design. I pride myself on my strong attention to detail and my ability to work collaboratively in goal setting processes.

SKILLS

Creative Thinking	Relationship Building
Customer Service	Microsoft Word
Problem Solving	Microsoft Excel

PROFESSIONAL EXPERIENCE

Access Bank – Direct Sales Agent

02/2024 – 02/2026 | Lagos

- Daily relationship management of customers via calls or visitations to maintain quality service to our clients, conducted with the highest professional standards.
- Analyzed client financials, ensuring compliance with KYC policies to minimize risks and enhance trust.
- Provide management with timely, relevant financial information including weekly sales report and channels report to help management understand sales and channels volume to help achieve sales goals
- Provide feedback and insight regarding existing and potential key client engagements, focused on improving services, strengthening the business relationship or exploiting banking opportunities.
- Collaborated with banking professionals to deliver high-quality client services and promote tailored financial solutions.

Heirs Life Assurance - Direct Sales Executive

04/2022 – 11/2023 | Owerri

- Met with potential customers to discuss our life insurance packages, explaining our life insurance policy options to customers.
- Maintained ongoing relationships with customers to ensure customer satisfaction and address any concerns they may have.
- Developed marketing strategies to increase the visibility of the company and attract more customers.
- Participated in weekly sales performance review meetings.

KE Markantile Invest Ltd - Maintenance and Services Supervisor

01/2021 – 02/2022 | Lagos

- Supervised and assisted the technicians in the servicing and maintenance of the 1100KVA Caterpillar generators ensuring that work was done according to standard.
- Supervised the unloading and arrangement of new goods including the generators, engine blocks and other heavy duty machine parts to the warehouse.
- Took daily stock of the number of goods available in the warehouse.
- Build, manage and maintain relationships with suppliers of parts to ensure that the machine parts are according to standard and in line with customer requirements and demands.
- Ensured the machine parts (e.g. crankshafts, bearings, gaskets, etc.) were up to standard and old or faulty goods were repaired or replaced.

EDUCATION**Bachelor of Engineering, Polymer and Textile Engineering**

Federal University of Technology, |Owerri

2013 – 2019

Degree in Website Development (Full Stack)

Aptech Computer Education

2023

CERTIFICATION

National Youth Service Corps (NYSC) Discharge Certificate,

2020

